



# UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE  
United States Patent and Trademark Office  
Address: COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, Virginia 22313-1450  
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/821,991	03/30/2001	Gayle E. Assetto	10013359-1	9140

22879 7590 10/21/2004

HEWLETT PACKARD COMPANY  
P O BOX 272400, 3404 E. HARMONY ROAD  
INTELLECTUAL PROPERTY ADMINISTRATION  
FORT COLLINS, CO 80527-2400

EXAMINER

FIELDS, COURTNEY D

ART UNIT	PAPER NUMBER
----------	--------------

2137

DATE MAILED: 10/21/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	Application No.	Applicant(s)	
	09/821,991	ASSETTO ET AL.	
	Examiner	Art Unit	
	Courtney D. Fields	2137	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
  - If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
  - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
  - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 30 March 2001.
- 2a) ☐ This action is **FINAL**.                      2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1-21 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-21 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- |   |   |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)             | 4) <input type="checkbox"/> Interview Summary (PTO-413)                     |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)    | Paper No(s)/Mail Date. _____  |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date _____   | 6) <input type="checkbox"/> Other: _____                                    |

### DETAILED ACTION

1. Claims 1-21 are pending.

#### ***Claim Rejections - 35 USC § 102***

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371(c) of this title before the invention thereof by the applicant for patent.

The changes made to 35 U.S.C. 102(e) by the American Inventors Protection Act of 1999 (AIPA) and the Intellectual Property and High Technology Technical Amendments Act of 2002 do not apply when the reference is a U.S. patent resulting directly or indirectly from an international application filed before November 29, 2000. Therefore, the prior art date of the reference is determined under 35 U.S.C. 102(e) prior to the amendment by the AIPA (pre-AIPA 35 U.S.C. 102(e)).

2. Claims 1-21 are rejected under 35 U.S.C. 102(e) as being anticipated by Tung Loo et al. (U.S. Pub No. 2002/0143865)

Referring to the rejection of claims 1 and 7, Tung Loo et al. discloses a method and system for efficient processing of service requests, comprising: at least one remotely accessible server for receiving a request from a user for at least one service provided by an enterprise, means controlled by an accessed one of said servers for validating identity of an accessing user, means based upon determination of a valid

identity of the accessing user for evaluating a need for a risk acceptance agreement from the accessing user for a requested service, means controlled by the accessed one of the servers for obtaining approval, if required, of the risk acceptance agreement from the accessing user and for obtaining any necessary management approvals for the requested service and means controlled by the access server for ordering the requested service for the accessing user on page 4, (Section 0105) lines 53-67, page 4, lines 1-3, page 5, lines 1-48.

As per claims 2 and 8, Tung Loo et al. discloses the claimed limitation wherein means controlled by one of the servers for obtaining online approval to renew the requested service for the user on page 5, lines 52-67, page 6, lines 1-12.

As per claims 3 and 11, Tung Loo et al. discloses the claimed limitation wherein means for obtaining approval further comprises means for emailing an accessing user approved acceptance agreement to the manager for the approval on page 26, lines 10-30 and page 30, (Section 0362) lines 10-67 and page 30, lines 1-6.

As per claims 4 and 12, Tung Loo et al. discloses the claimed limitation wherein means for sending a web address to the manager for accessing the risk acceptance agreement on page 6, lines 14-26.

As per claims 5 and 6, Tung Loo et al. discloses the claimed limitation wherein means for time and date stamping the request on page 9, lines 28-40.

As per claim 9, Tung Loo et al. discloses the claimed limitation wherein notifying step comprises the steps of: notifying a manager of the need for the renewal, accepting renewal approvals from the manager, renewing approved ones of the services, and

terminating non approved ones of the services on page 32, (Section 0381) lines 26-67, lines 1-54.

As per claim 10, Tung Loo et al. discloses the claimed limitation wherein entering step comprises the step of identifying the requesting user on page 3, lines 65-67.

As per claims 13-15, Tung Loo et al. discloses the claimed limitation wherein requesting user is a member/employee/contractor of the enterprise in Figure 5 and on page 8, lines 7-32.

As per claim 16, Tung Loo et al. discloses the claimed limitation wherein validating step validates that the requesting user is authorized to request the service on page 36, lines 23-67, page 37, lines 1-5.

As per claim 18, Tung Loo et al. discloses the claimed limitation wherein the step of terminating, under control of information stored in a database at time of submitting the approved ones of the requests to the service provider, a provided service to a user after a period of time if no subsequent renewals are obtained on page 31, lines 20-31, page 31, Section 0377 - lines 35-49.

Referring to the rejection of claim 19, Tung Loo et al. discloses a system for efficient processing of service requests, comprising: at least one remotely accessible server, the server hosting viewable pages accessible by a user to identify the user and to place requests by the user for services from an enterprise and an enterprise database including information associated with the identity of users and services offered by the enterprise, the information including status of the user as one of a group consisting of employees and contractors of the enterprise, risk acceptance requirements for a service

for an identified user, and information associated with requests and associated users, the database operable to direct via electronic communication service requests from users to proper people for approval prior to placing an order for the requested services on page 4, lines 5-27, page 7, lines 12-67.

As per claim 20, Tung Loo et al. discloses the claimed limitation wherein the server is accessible via one of a group consisting of the Internet, direct dial-up connection, an Intranet of the enterprise, a wide area network, and a local area network of the on page 3, lines 37-65.

As per claim 21, Tung Loo et al. discloses the claimed limitation wherein the database includes information associated with necessary manager approval of risk acceptance requirements for the user and the service in Figure 3 and page 7, lines 12-67.

### ***Conclusion***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Courtney D. Fields whose telephone number is 571-272-3871. The examiner can normally be reached on Mon - Wed. 6:00 - 6:00 pm; Thur. 6:00 - 10 am.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Andrew Caldwell can be reached on 571-272-3868. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Art Unit: 2137

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

cd

October 12, 2004

*Matthew S. Smithers*  
MATTHEW S. SMITHERS  
PRIM. EXAMINER  
Art Unit 2137